What is my role in the Performance Management Process?

	Build Foundation & Develop Framework Create Objectives & Performance Measures	**Monitor Progress** Report Actuals & Analyze Trends
Deputy County Managers/County Manager	• Provide vision to directors and departmental staff • Review Objectives & Performance Measures to ensure they are "measuring what matters"	• Review and monitor transparent performance webpages • Attend performance reporting meetings • Advise on issues and obstacles and celebrate successes
Department Directors	• Meet with OEO to ensure Mission, Services, Objectives, and Performance Measures are updated/added • Develop meaningful Performance Measures and Objectives that align to the Strategic Plan • Develop targets that focus on improving operations • Ensure SMEs have the resources needed to track and update Objectives & Performance Measures	• Ensure accurate and timely data is provided to OEO • Review and monitor transparent performance webpages • Participate in performance reporting meetings • Develop plans for issues and obstacles, provide updates, and celebrate successes • Ensure SMEs complete follow up action items

Subject Matter Experts (SMEs)
(Program Managers, Departmental Staff, etc.)
	• Participate in performance development meetings providing information on ongoing or upcoming projects/objectives, services and performance measures
	• Provide information to OEO about each Objective & Performance Measure
	   o Why is this measure important?
	   o Action steps (for Objectives)
	   o Where does the data come from?
	   o How is the measure calculated?
	   o Set targets & reporting frequency
		• Provide accurate and timely data to OEO based on reporting frequency
		• Review and monitor transparent performance webpages
		• Participate in performance reporting meetings
		• Report and discuss issues, obstacles, updates, and successes
		• Complete follow up items as assigned

Operations Excellence Office (OEO)	• Develop and design comprehensive performance process and webpages to ensure transparency and accountability and alignment to the Strategic Plan • Develop, communicate and maintain performance process • Guide and advise on development of Objectives and Performance Measures • Research and advise on industry standards/benchmarks • Work with departments to prepare Mission and Services for performance web pages • Communicate roles and responsibilities	• Develop and facilitate performance reporting process ensuring departmental engagement • Develop reporting calendar for departments • Organize and facilitate performance reporting meetings ensuring meaningful measures are being tracked and discussed • Maintain performance webpages to ensure accountability and accuracy • Review industry information and benchmarks with departments • Develop, update and monitor trends on all performance data and dashboards • Monitor the completion of follow up items